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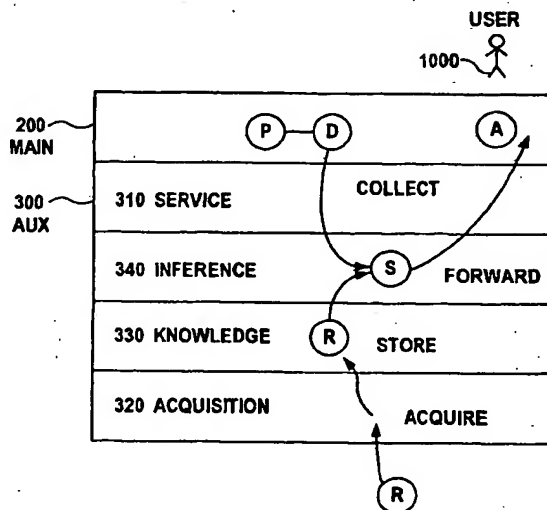
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(54) Title: IDENTIFYING SOLUTIONS TO COMPUTER PROBLEMS BY EXPERT SYSTEM USING CONTEXTS AND DISTINGUISHING VERSIONS



(57) Abstract: A computer system (200/300) has a main system (200) to execute an application (A) in cooperation with a human user (1000). The auxiliary system (300) evaluates problems (P) in the main system (200). The auxiliary system (300) has a service module (310) to collect problem related data (D) from the main system (200), an acquisition module (320) to acquire knowledge representations (R), a knowledge module (330) to store knowledge representations (R), an inference module (340) for processing problem related data (D) with knowledge representations (R) to identify solutions (S) and for forwarding the solutions (S) through the service module (310) to the main system (200). The auxiliary system (200) distinguishes context of the problems (P) and distinguishes versions of the main system (200).